

Support Payment Information



WV Bureau for Child Support Enforcement
Training Unit
June 2, 2010

- I. Welcome to the new automated information system for child support payments which is available 24 hours a day, 7 days a week. The system may be used by the Noncustodial Parent or the Custodial Parent to check for payments being processed.

The website address is: <https://apps.wv.gov/dhhr/spi>

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BCSE Web Information Services
West Virginia Bureau for Child Support Enforcement

Support Payment Information

Automated information concerning child support services and child support payments is available 24 hours a day, 7 days a week. Customer service representatives are available to assist you Monday through Friday from 8:30 AM to 5:00 PM.

To obtain information about your child support payments, we must have your social security number (SSN) and personal identification number (PIN) to locate your records.

Please note that your PIN (Personal Identification Number) here is the same as your 4-digit numeric PIN used on the BCSE automated telephone information system.

Make a credit card or echeck payment via the WV Support Payment Center

Please enter your information below to sign in:

*SSN: ⚠ SSN invalid. Cannot contain spaces or special characters.

*PIN:

Have you forgotten your Personal Identification Number (PIN)?
If you have any questions concerning the information presented within these pages please contact the Customer Service Unit at 1-800-249-3778 or www.wvdhhr.org/bcse.

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- A. To obtain information about your child support payments, enter your social security number (SSN) and personal identification number (PIN) in the spaces provided.

Please note that your PIN is the same as your 4-digit numeric PIN used to check your payments through the BCSE automated telephone system.

- B. Once you log in, a screen appears that shows the last 5 payments processed to your account.

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Support Payment Information

Custodial **Subscriptions** [Change PIN / Logout](#)

SSN: XXX-XX-4669

Case Number: 01

Current Monthly Court Ordered Child Support Obligation: \$200.00
Current Monthly Court Ordered Spousal Support Obligation: \$0.00

Last Five Payments

Payment Type	Amount	Date
Current Support	\$211.00	3/3/2010
Current Support	\$100.00	3/16/2010
Current Support	\$400.00	3/22/2010
Current Support	\$100.00	3/29/2010
Current Support	\$100.00	3/30/2010

NOTE: Data is valid as of: 04/01/2010

- C. You may sign up to be automatically notified by email and/or text message when a payment has been processed. To do this
1. Click on Subscriptions.
 2. In the drop-down box select either "Email" or "Mobile Device" and click on the Go button.

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Web Information Services
West Virginia Bureau for Child Support Enforcement

Support Payment Information

Custodial Subscriptions Change PIN / Logout

New... Go

New...
Email
Mobile Device
Number
Email

Email	Status	Date	Actions
drema.r.ballard@wv.gov	Active	2-18-2010	Unsubscribe

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3. If you chose email, enter your email address in both blocks and submit.

Support Payment Information

Custodial Subscriptions Change PIN / Logout

Add a new Email Subscription

*E-mail:

*Re-Enter E-mail:

Cancel Submit

4. If choosing a "Mobile Device", enter your telephone number in both blocks provided, choose your carrier, and submit.

Support Payment Information

Custodial Subscriptions Change PIN / Logout

Add a new Mobile Subscription

*Number:

*Re-Enter Number:

*Carrier: Choose One...

Cancel Submit

5. You will then be directed to a screen that confirms your Subscription. The message explains that you will receive your confirmation code in the next few minutes, either by email or mobile device depending on which you chose.
6. Enter your confirmation code in the space indicated and click the submit button.

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WV BCSE Web Information Services
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Support Payment Information

Custodial Subscriptions Change PIN / Logout

Confirm a new Email Subscription

Your Email Address has been successfully added. You should receive an email message with a confirmation code in the next few minutes. Please enter the confirmation code here to complete the process.

*Confirmation Code:

Confirm Later Submit

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7. This returns you to the subscription screen and shows your subscription.
8. After your subscription is confirmed, you will receive the following message by email or text message each time a payment is processed.

Custodial Parent's message for person with Direct Deposit or Debit Card:

"A payment in the amount of \$_____ will be deposited by the BCSE to your account and be available on _____."

Custodial Parent's message for person receiving disbursement by check:

"A support check in the amount of \$_____ was mailed to you by the WV BCSE on_____."

Noncustodial Parent's message:

"A support payment was received by the WV BCSE in the amount of \$_____ on _____. Your case(s) will be credited accordingly."

- II. You may cancel your subscription to receiving the notifications at any time. To do this
- A. Go to the subscriptions page and choose email or mobile device.
 - B. Your subscription will show with “Unsubscribe” in red. Click “Unsubscribe” to cancel your subscription.

West Virginia Bureau for Child Support Enforcement Web Information Services

Support Payment Information

Subscriptions Change PIN / Logout

Email

Current Subscriptions

Number/Email	Status	Date	Actions
drema.r.ballard@wv.gov	Active	5-13-2010	Unsubscribe

- C. A new box will appear asking if you sure you want to delete this subscription. If so, choose continue.

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Support Payment Information

Subscriptions Change PIN / Logout

Are you sure that you want to delete this subscription?

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- D. Another box will appear stating you have successfully unsubscribed your subscription for this address. Click continue.

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Support Payment Information

Subscriptions Change PIN / Logout

You have successfully unsubscribed your subscription for this address: You have successfully unsubscribed.

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- E. This returns you to the main subscriptions page and you may sign up for a new subscription.